Annex C: Standard Reporting Template

**Essex Area Team**

**2014/15 Patient Participation Enhanced Service – Reporting Template**

Practice Name: *DR IRLAM AND DR ALWAN*

Practice Code: *F81086*

Practice website address: www.central-surgery.co.uk

Signed on behalf of practice: Date: 25 March 2015

Signed on behalf of PPG: Date:

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

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| Does the Practice have a PPG? *Yes* | |
| Method of engagement with PPG: *Face to face, Virtual group by email* | |
| Number of members of PPG: *Face to face*: 8;  *Virtual group: Over 700* | |
| Detail the gender mix of practice population and PPG:   |  |  |  | | --- | --- | --- | | % | Male | Female | | Practice | 3545 | 3546 | | PRG | 4 face to face  356 Virtual | 4 face to face  423 Virtual | | Detail of age mix of practice population and PPG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | % | <16 | 17-24 | 25-34 | 35-44 | 45-54 | 55-64 | 65-74 | > 75 | | Practice | 1374 | 688 | 856 | 916 | 1072 | 735 | 749 | 701 | | PRG | 9 | 70 | 149 | 145 | 120 | 132 | 118 | 36 | |
| Detail the ethnic background of your practice population and PRG:   |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | White | | | | Mixed/ multiple ethnic groups | | | | |  | British | Irish | Gypsy or Irish traveller | Other white | White &black Caribbean | White &black African | White &Asian | Other mixed | | Practice | 2252 | 31 | 0 | 94 | 11 | 41 | 23 | 29 | | PRG | 530 | 11 | 0 | 25 |  | 11 | 5 | 10 |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Asian/Asian British | | | | | Black/African/Caribbean/Black British | | | Other | | |  | Indian | Pakistani | Bangladeshi | Chinese | Other  Asian | African | Caribbean | Other Black | Arab | Any other | | Practice | 16 | 5 | 18 | 26 | 25 | 34 | 4 | 7 | 5 |  | | PRG | 3 | 2 | 3 | 7 | 10 | 10 | 2 | 2 |  | 147 | | |
| **Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:**  *We have distributed the PPG recruiting leaflets to all patients over a period of several months to ensure that we reach out to all characteristics of the population. We have advertised the PPG on the counterfoil of all prescriptions. We have placed posters in the waiting room and the PPG spent times in the waiting room talking to patients and discussing the PPG to attract new members.* | |
| **Are there any specific characteristics of your practice population which means that other groups should be included in the PPG?  e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? YES/NO**  **If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:**    *No we don’t think that they are any specific characteristics of our practice population. Although the age group data shows that 20% of our practice population is over 65 years old.*  *Having a Virtual Group means that we have a vast and various range of characteristics involved in the group.* | |

1. Review of patient feedback

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| **Outline the sources of feedback that were reviewed during the year:**  ***Patient questionnaire***  *Friends and Family questionnaire*  *Health Event*  *Email feedback request*  *Patient satisfaction questionnaires to the virtual group by email and with the PPG face* *to face standing in the waiting room talking to patients* *and handing out the questionnaire*. *The face to face group spent a couple of days each in the waiting room over a period of 3 weeks* *to talk to patient and obtain feedback* *from* *the patients.* |
| **How frequently were these reviewed with the PRG?**  *The feedback is reviewed regularly during meetings. The annual questionnaire is reviewed and results from the friends and family survey are reviewed at each meeting.* |

1. Action plan priority areas and implementation

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| Priority area 1 |
| **Description of priority area:**  *Recruiting new members for the PPG* |
| **What actions were taken to address the priority?**  *We used several methods to invite patients to join the group. We have distributed the PPG recruiting leaflets to all patients who walked through the door over a period of several months to ensure that we reach out to all characteristics of the population. We have advertised the PPG on the counterfoil of all prescriptions. We have a page on our website dedicated to the PPG. We have placed posters in the waiting room and the members of the PPG spent time on several occasions in the waiting room talking to patients and discussing the PPG attracting new members. We held a health event and recruited patients during the session.* |
| **Result of actions and impact on patients and carers (including how publicised):**  *As a result new members have joined our Face to Face group and we gathered over 700 emails from patients. The group has a good cross representation of the practice population and covers many groups unable to attend the surgery for a meeting.* |

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| Priority area 2 |
| **Description of priority area:**  *Organise an appointment satisfaction survey including a question asking patients if they would recommend the surgery.* |
| **What actions were taken to address the priority?**  *The PPG designed the satisfaction questionnaire. Being patients themselves they were at first hand to understand what patients wanted to evaluate. They then over a period of three weeks, spent time in turn distributing the questionnaires to the patients in the waiting room. They also invited patients to join the virtual group and boosted the numbers considerably. The questionnaire was also sent to the Virtual Group.* |
| **Result of actions and impact on patients and carers (including how publicised):**  *We analysed the survey and posted the report in our waiting room and the website.*  *The results were positive and we looked at the individual comments. From that we discussed at PPG meetings and surgery team meetings what we do well and what we can improve on.*  *From the feedback, we have added a message on our telephone system explaining that patients can book 4 weeks ahead but they would be seen on the day should their needs be urgent. At the time of the survey all but a few of the patients would recommend our surgery. This is confirmed on the feedback form from the Friends and Family that we have been handing out since December 2014.* |

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| Priority area 3 |
| **Description of priority area:**  *Organising a health event for the patients.* |
| **What actions were taken to address the priority?**  *The PPG and the practice started to put everything in place for the health event from choosing the topic, calculating cost, choosing the venue, inviting a speaker, organising which patients to invite, placing an order for information leaflets and organising health and safety. They also suggested which local NHS services to invite to hold stalls during the event.*  *A number of health subjects were suggested for the event and discussed with a partner and Surgery staff. Prostate cancer was chosen as the first subject.* |
| **Result of actions and impact on patients and carers (including how publicised):**  *The health event was held in February 2015. The topic was prostate cancer awareness presented by one of the Specialist Oncology/Urology Nurse from Southend Hospital. 50 patients attended and everyone felt that they learn a lot and it was a very helpful exercise.*  *Local NHS services kindly accepted our invite; The Stop smoking Service and the Health Trainer plus the Alzheimer’s Society all held a stand during the event. The PPG also had a stand for Healthwatch. We contacted SAVS (Southend Association of Voluntary Services) who provided us with enough information packs to distribute to patients.*  *One of the local pharmacy kindly donated bags to put our leaflets in. We provided many leaflets about prostate cancer awareness, disease management and treatment. We also provided the surgery leaflet, the PPG leaflet, the new electronic prescribing leaflet, the information leaflet about our online services. We gave the NHS Friends and Family feedback form.*  *We handed out evaluation forms and the patients responded very positively, commending on the excellent nurse presentation and commenting on the success of the event and how they would like to participate to more health events in the future. The members of the PPG, the partners and I talked to patients after the event and everyone said that they enjoyed the evening and it was a great success. Everyone was pleased that so many people turned up as it was not an easy subject to present.*    *We asked them for suggestions of topics for future events and there were choices ranging from Mental Health Services, Weight Loss, and Cardiac Health to the Menopause.*  *A member of the PPG described how the group worked and some patients asked if they could join.*  *This educational meeting greatly benefited our patients as being aware and understanding symptoms of prostate cancer is vital in detecting the condition at an early stage which consequently benefits the NHS.* |

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| Priority area 4 |
| **Description of priority area**  *Review of the surgery leaflet and website* |
| **What actions were taken to address the priority?**  *The practice and the PPG reviewed the surgery leaflet and website. Were there updates needed?*    *With regards to the surgery leaflet, the practice sent an email to all the members of the group for their views on what they want to see in the leaflet.*  *With regards to the website, some of the PPG members felt that the design of the website needed updated. We contacted our website provider who offered us a more modern design.* |
| **Result of actions and impact on patients and carers (including how publicised)**  *The impact with regards to the leaflet, some members offered to re-design the layout and we updated its content to provide the maximum information about our services with link to local services.*  *The impact with regards to the surgery website, it has now been updated to a more modern design, easier to navigate including an audio option for patients who have restricted vision to listen to the text. Patients also have the facility to a translated version of the content with a choice of many languages.* |

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

*The surgery did not participate previously to the scheme in the previous year.*

1. **PPG Sign Off**

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| **Report signed off by PPG**: YES/NO  **Date of sign off:** |
| How has the practice engaged with the PPG:  How has the practice made efforts to engage with seldom heard groups in the practice population?  Has the practice received patient and carer feedback from a variety of sources?  Was the PPG involved in the agreement of priority areas and the resulting action plan?  How has the service offered to patients and carers improved as a result of the implementation of the action plan?  Do you have any other comments about the PPG or practice in relation to this area of work? |